

Charles Morgan
18 Berkshire Ave.
Brockton, MA 02301

Paul G Afonso
Massachusetts DTE
One South Station
Boston MA 02110

May 31, 2005

RE: Docket# 05-27 Bay State Gas Rate Increase

Mr. Afonso

I recently attended the public meeting conducted by the DTE at Brockton City Hall. Another location should have been picked because the room chosen could not accommodate the people that were there. The Library has a nicer "auditorium style" room. I was in the hall where it was very hard to hear the meeting.

I also was disappointed at the lack of relevant discussion. The union was there and had a lot to say. Well the current US Business model is changing. Many companies outsource jobs now. It's a way of life and many don't agree with it but it had little to do with the subject that was being discussed. Then there were the people and agencies with the heart breaking stories, again not very relevant to the topic on hand. The DTE is not responsible for the personal welfare of the states citizens.

You are responsible for how Bay State Gas conducts business though. They have estimators and buyers whose job it is to procure and deliver Gas to its customers at the lowest cost. Well they have not done that. Send them a message that they must exercise Corporate Responsibility. Hold them accountable for their actions. Show them that they can't make empty promises and then expect to be bailed out when things go wrong.

I can't buy gas from anyone I want like I can by oil or gasoline on an open competitive market. I'm stuck with the one and only option I have (without a costly conversion to another system). I was shocked when the Representative from Bay State Gas said their last rate hike was in 1999, because my bill has increased steadily each year. Please don't let them make the consumers pay for their inability to deliver a service as promised. **Say no to the rate increase** proposed by Bay State Gas in Docket 05-27.

Sincerely,

Charles Morgan

